IN THE CLAIMS

Please enter amendments as follows:

1.   (currently amended) In a computing system, a method to intelligently handle ~~a large volume of~~ e-mails ~~e-mail received from a plurality of senders intelligently, by automatically processing each email based on a pre-determined classification system and stored information, said method~~ comprising the steps of:

- receiving ~~and sending~~ the ~~electronic~~ e-mails;

- sending e-mail responses to ones of the received e-mails;

- parsing ~~the electronic mail~~ headers of the e-mails to ~~capture keywords for the purpose of~~ identifying ~~the~~ senders and, ~~the~~ subjects ~~and specific key words and/or phrases;~~

- parsing ~~the electronic mail body~~ bodies of the e-mails: ~~including attachments if any, for keywords and/or phrases for purpose of~~

- parsing keywords of the e-mails;

- categorizing the e-mails in response to the parsing of the e-mail bodies, wherein the categorizing includes identifying when reply templates are to be prepared for responses to respective ones of the e-mails, the reply templates being for completion by a user preparing the responses to the e-mails;

- storing the ~~said~~ received e-mails and parsed senders, subjects and keywords in a personalized e-mail database (PED);

- ~~analyzing the emails stored in the PED for identifying co-relations among received e-mails using an expert system (ES) with machine learning capabilities to assist the user in analyzing and preparing replies;~~

- preparing ~~a~~ the reply templates using a reply template generator (RTG), including the step of:

    analyzing the e-mails senders, subjects and keywords stored in the PED using an expert system (ES) with machine learning capabilities to extract certain content of the e-mails, wherein such extracted content is included in ones of the reply templates;

- storing the email responses ~~replies~~ in said PED; and

JP920000220US1

- configuring said PED and said ES using an personalized email database configurator (PEC) for updation.

2.   (currently amended) A method as claimed in claim 1, wherein the step of storing the received e-mails and parsed senders, subjects and keywords further comprisesing:
- storing of the received and sent e-mails in a mailbox (MB) within said PED; and
- storing the parsed senders, subjects and keywords result of the analysis by said expert system in a New Knowledge Base (NKB) in the said PED.

3.   (canceled)

4.   (canceled)

5.   (canceled)

6.   (currently amended) A method as claimed in claim 1, wherein the step of analyzing the e-mails and senders, subjects and keywords stored in the PED further comprisesing the step of:
- optionally generating the reply template;
- selecting mail type on which to generate reply template e.g. one-liner, short, medium long replies;
- enabling/disabling history search and intelligent reply template generation for specific type of mails for short mails;
- enabling/disabling history search and intelligent reply template generation for specific type of mails for cc'ed type or bcc'ed type of mails sent to newsgroups;
- specifying history search and intelligent reply template generation parameters like:
  - whether to search on subject and/or sender;
  - time period in which the messages need to be searched for;
- selecting certain types of message the contents of the e-mails to be included/excluded in the reply templates.;
- scheduling deletion of mails from the MB and NKB;

Page 3 of 18

Application No.: 09/666,230
Filing Date: 09/21/2000

- ~~scheduling sending of mails,~~
- ~~specifying latest first or oldest first while generating relevant intelligent reply,~~
- ~~specifying limits on inclusion of older reply contents — time period wise, volume wise and bandwidth wise;~~
- ~~specifying criteria for inclusion/exclusion of keywords;~~
- ~~providing access to multiple PED's at various locations over the network;~~
- ~~providing on-the-fly exclusion / inclusion of original mail and reply contents including the various levels of replies and counter-replies by the user through said PEC.~~

7.   (canceled)

8.   (currently amended) A method as claimed in claim 1 further including ~~displaying of:~~ the steps of:

-    categorizing the received and sent e-mails in categories including: i) initial e-mails received (e-mails R1), ii) e-mail responses sent for e-mails R1 (e-mails S1), iii) e-mails received in reply to e-mails S1 (e-mails R2), iv) e-mail responses sent for e-mails R2 (e-mails S2) and v) e-mails received in reply to e-mails S2 (e-mails R3); and

    ~~the mail received R1,~~
    ~~reply sent to R1 - S1,~~
    ~~reply received on S1 - R2,~~
    ~~reply sent to R2 - S2,~~
    ~~reply received on S2 - R3 ...~~

-    displaying the e-mails to the user ~~by said RTG, serially and in chronological sequence, individually or in groups of R1, R2, R3 or S1, S2, S3 or in any~~ in combinations of the categories of the e-mails R1, R2, R3, S1, S2 and S3 requested by the user, wherein the e-mails are displayed so that the categories of the e-mails are distinguishable by distinctive appearances, ~~either in configurable colors and/or with changed font type and size.~~

Page 4 of 18

JP920000220US1

9.   (canceled)

10.   (currently amended) A method as claimed in claim 1 wherein said reply template for one of the received e-mails is in a ~~the~~ same format ~~in which~~ as ~~an~~ said attachments of the e-mail ~~have been received~~.

11.   (canceled)

12.   (currently amended) A method as claimed in claim 1 further including searching the ~~said~~ PED by said ES for co-relations amongst the e-mails received, wherein the co-relations are determined responsive to at least one of the following: senders of the e-mails, subjects of the e-mails and keywords of the e-mails.
- ~~sender wise;~~
- ~~senders within a particular timeframe;~~
- ~~thread wise or subject wise;~~
- ~~sender and subject wise;~~
- ~~sender, subject and date wise;~~
- ~~sender, keyword wise.~~

13.   (currently amended) In a computing system, a system to <u>intelligently handle</u> ~~large volume of e-~~mails ~~received from a plurality of senders intelligently, by automatically processing each email based on a pre-determined classification system and stored information,~~ comprising:

- means for receiving ~~and sending~~ the ~~electronic~~ <u>e-</u>mails~~;~~<u>;</u>

- <u>means for sending e-mail responses to ones of the received e-mails:</u>

- means for parsing ~~the electronic mail~~ headers <u>of the e-mails</u> to ~~capture keywords for the purpose of~~ identifying ~~the~~ senders <u>and</u> ~~, the~~ subject<u>s</u> ~~and specific key words and/or phrases;~~<u>;</u>

- means for parsing ~~the electronic mail body~~ <u>bodies of the e-mails:</u> ~~including attachments if any, for keywords and/or phrases for purpose of~~

- <u>means for parsing keywords of the e-mails:</u>

- <u>means for</u> categorizing the e-mail<u>s in response to the parsing of the e-mail bodies, wherein the means for categorizing includes means for identifying when reply templates are to be prepared for responses to respective ones of the e-mails, the reply templates being for completion by a user preparing the responses to the e-mails</u>~~;~~<u>;</u>

- means for storing the ~~said~~ received e<u>-</u>mails <u>and parsed senders, subjects and keywords</u> in a personalized e<u>-</u>mail database (PED)~~;~~<u>;</u>

- ~~means for analyzing the emails stored in the PED for identifying co-relations among received emails using an expert system (ES) with machine learning capabilities to assist the user in analyzing and preparing replies;~~

- means for preparing <u>a</u>~~the~~ reply template<u>s</u> using a reply template generator (RTG), <u>including:</u>

     <u>means for analyzing the e-mails senders, subjects and keywords stored in the PED using an expert system (ES) with machine learning capabilities to extract certain content of the e-mails, wherein such extracted content is included in ones of the reply templates:</u>

- means for storing the email <u>responses</u> ~~replies~~ in said PED~~;~~<u>; and</u>

- means for configuring said PED and said ES using an personalized email database configurator (PEC) for updation.

JP920000220US1

14. (currently amended) A system as claimed in claim 13, wherein the means for storing the received e-mails and parsed senders, subjects and keywords further comprisesing:

- means for storing the received and sent e-mails in a mailbox (MB) within said PED; and;

- means for storing the parsed senders, subjects and keywordsresult of the analysis by said expert system in a New Knowledge Base (NKB) in the said PED.

15.   (canceled)

16.   (canceled)

17.   (canceled)

18.   (currently amended) A system as claimed in claim 13, wherein the means for analyzing the e-mails and senders, subjects and keywords stored in the PED comprises: further comprising means for allowing the user through said PEC to:

- optionally generate the reply template;

- select mail type on which to generate reply template e.g. one-liner, short, medium long replies;

- enable/disable history search and intelligent reply template generation for specific type of mails for short mails;

- enable/disable history search and intelligent reply template generation for specific type of mails for cc'ed type or bcc'ed type or mails sent to newsgroups;

- specify history search and intelligent reply template generation parameters like;

    • whether to search on subject and/or sender;

    • time period in which the messages need to be searched for;

- means for selecting certain types of messagethe contents of the e-mails to be included/excluded in the reply templates.;

- schedule deletion of mails from the MB and NKB;

- schedule sending of mails;

Page 7 of 18

- ~~specify latest first or oldest first while generating relevant intelligent reply;~~
- ~~specify limits on inclusion of older reply contents — time period wise, volume wise and bandwidth wise;~~
- ~~specify criteria for inclusion/exclusion of keywords;~~
- ~~provide access to multiple PEDs at various locations over the network;~~
- ~~provide on-the-fly exclusion / inclusion of original mail and reply contents including the various! levels of replies and counter-replies.~~

19.   (canceled)

20..   (currently amended) A system as claimed in claim 13 further comprising ~~means for displaying~~:

- means for categorizing the received and sent e-mails in categories including: i) initial e-mails received (e-mails R1), ii) e-mail responses sent for e-mails R1 (e-mails S1), iii) e-mails received in reply to e-mails S1 (e-mails R2), iv) e-mail responses sent for e-mails R2 (e-mails S2) and iv) e-mails received in reply to e-mails S2 (e-mails R3); and

- ~~the mail received R1;~~
- ~~reply sent to R1 - S1;~~
- ~~reply received on S1 - R2;~~
- ~~reply sent to R2 - S2;~~
- ~~reply received on S2 - R3 ...~~
- means for displaying the e-mails to the user ~~by said RTG, serially and in chronological sequence, individually or in groups of R1, R2, R3 or S1, S2, S3 or in any~~in combinations of the categories of the e-mails R1. R2. R3. S1. S2 and S3 requested by the user, wherein the e-mails are displayed so that the categories of the e-mails are distinguishable by distinctive appearances.~~either in configurable colors and/or with changed font type and size.~~

21.   (canceled)

22.   (canceled)

23.   (currently amended) A system as claimed in claim 13 further including means for
searching the~~said~~ PED by said ES for co-relations amongst e-mails received, wherein the
co-relations are determined responsive to at least one of the following: senders of the e-mails,
subjects of the e-mails and keywords of the e-mails.

- ~~sender wise;~~
- ~~senders within a particular timeframe;~~
- ~~thread wise or subject wise;~~
- ~~sender and subject wise;~~
- ~~sender, subject and date wise;~~
- ~~sender, keyword wise.~~

24. (currently amended) A computer program product comprising computer readable program code stored on computer readable storage medium embodied therein for causing a computer to intelligently handle large volume of e-mails received from a plurality of senders intelligently, said computer program product comprising:

- computer readable program code means configured for receiving and sending the electronic mailse-mails:;

- computer readable program code means configured for sending e-mail responses to ones of the received e-mails:

- computer readable program code means configured for parsing the electronic mail headers of the e-mails to capture keywords for the purpose of identifying the senders, and the subjects and specific key words and/or phrases:

- computer readable program code means configured for parsing the electronic mail bodybodies of the e-mails: including attachments if any, for keywords and/or phrases for purpose of

- computer readable program code means configured for parsing keywords of the e-mails:

- computer readable program code means configured for categorizing the e-mails in response to the parsing of the e-mail bodies, wherein the categorizing includes identifying when reply templates are to be prepared for responses to respective ones of the e-mails, the reply templates being for completion by a user preparing the responses to the e-mails:;

- computer readable program code means configured for storing the said received e-mails and parsed senders, subjects and keywords in a personalized e-mail database (PED):;

- computer readable program code means configured for analyzing the emails stored in the PED for identifying co-relations among received emails using an expert system (ES) with machine learning capabilities to assist the user in analyzing and preparing replies;

- computer readable program code means configured for preparing athe reply templates using a reply template generator (RTG), including:

Page 10 of 18

JP920000220US1   Application No.: 09/666,230
                                            Filing Date: 09/21/2000

computer readable program code means configured for analyzing the e-mails senders, subjects and keywords stored in the PED using an expert system (ES) with machine learning capabilities to extract certain content of the e-mails, wherein such extracted content is included in ones of the reply templates;

- computer readable program code means configured for storing the email responses replies in said PED; and-

- computer readable program code means for configuring said PED and said ES using an personalized email database configurator (PEC) for updation.

25.   (currently amended) A computer program product as claimed in claim 24, wherein computer readable program code means configured for storing the received e-mails and parsed senders, subjects and keywords further comprisesing:

- computer readable program code means configured for storing of the received and sent e-mails in a mailbox (MB) within said PED; and-

- computer readable program code means configured for storing the parsed senders, subjects and keywords result of the analysis by said expert system in a New Knowledge Base (NKB) in the said PED.

26.   (canceled)

27.   (canceled)

28.   (canceled)

29.   (currently amended) A computer program product as claimed in claim 24, wherein the computer readable program code means configured for analyzing the e-mails and senders, subjects and keywords stored in the PED further comprisesing: computer readable program code means configured for allowing the user through said PEC to:

- optionally generate the reply template,

Page 11 of 18

Application No.: 09/666,230
Filing Date: 09/21/2000

- ~~select mail type on which to generate reply template e.g. one-liner, short, medium long replies,~~
- ~~enable/disable history search and intelligent reply template generation for specific type of mails for short mails;~~
- ~~enable/disable history search and intelligent reply template generation for specific type of mails for cc'ed type or bcc'ed type or mails sent to newsgroups;~~
- ~~specify history search and intelligent reply template generation parameters like,~~
    • ~~whether to search on subject and/or sender;~~
    • ~~time period in which the messages need to be searched for;~~
- ~~-~~ computer readable program code means configured for selecting certain types of ~~message~~ the contents of the e-mails to be included~~/excluded~~ in the reply templates~~.~~;
- ~~schedule deletion of mails from the MB and NKB;~~
- ~~schedule sending of mails;~~
- ~~specify latest first or oldest first while generating relevant intelligent reply;~~
- ~~specify limits on inclusion of older reply contents — . time period wise, volume wise and bandwidth wise;~~
- ~~specify criteria for inclusion/exclusion of keywords;~~
- ~~provide access to multiple PEDs at various locations over the network;~~
- ~~provide on-the-fly exclusion / inclusion of original mail and reply contents including the various levels of replies and counter-replies.~~

30.   (canceled)

31.   (currently amended) A computer program product as claimed in claim 24~~:~~ further including~~:computer readable program code means configured for displaying of:~~
    - computer readable program code means configured for categorizing the received and sent e-mails in categories including: i) initial e-mails received (e-mails R1), ii) e-mail responses sent for e-mails R1 (e-mails S1), iii) e-mails received in reply to e-mails S1 (e-mails R2), iv) e-mail responses sent for e-mails R2 (e-mails S2) and v) e-mails received in reply to e-mails S2 (e-mails R3); and

- ~~the mail received R1~~
- ~~reply sent to R1 - S1~~
- ~~reply received on S1 - R2~~
- ~~reply sent to R2 - S2~~
- ~~reply received on S2 - R3 ...~~
- computer readable program code means configured for displaying the e-mails to the user ~~by said RTG, serially and in chronological sequence, individually or in groups of R1, R2, R3 or Si, S2, S3 or in any~~ in combinations of the categories of the e-mails R1, R2, R3, S1, S2 and S3 requested by the user, wherein the e-mails are displayed so that the categories of the e-mails are distinguishable by distinctive appearances.~~either in configurable colors and/or with changed font type and size.~~

32.   (canceled)

33.   (canceled)

34.   (currently amended) A computer program product as claimed in claim 24 further including computer readable program code means configured for searching the ~~said~~ PED by said ES for co-relations amongst the e-mails received, wherein the co-relations are determined responsive to at least one of the following: senders of the e-mails, subjects of the e-mails and keywords of the e-mails.
- ~~sender wise;~~
- ~~senders within a particular timeframe;~~
- ~~thread wise or subject wise;~~
- ~~sender and subject wise;~~
- ~~sender, subject and date wise;~~
- ~~sender, keyword wise.~~

35.   (new) A method as claimed in claim 1, wherein the identifying when to pr pare reply templates includes, for such a one of the reply templates, selecting among i) preparing the reply template immediately, ii) preparing the reply template at some future time, and iii) not preparing the reply template, the selecting being responsive to whether one of the received e-mails specifies a Cc address.

36.   (new) A method as claimed in claim 1, wherein the identifying when to prepare reply templates includes, for such a one of the reply templates, selecting among i) preparing the reply template immediately, ii) preparing the reply template at some future time, and iii) not preparing the reply template, the selecting being responsive to a length of one of the received e-mails.

37.   (new) A method as claimed in claim 1, wherein the categorizing of the e-mails includes identifying lengths of the e-mails, and the analyzing to extract certain content of the e-mails is responsive to the lengths.

38.   (new) A method as claimed in claim 6, wherein for the step of selecting certain types of the contents of the e-mails to be included in the reply templates, the selecting being responsive to ages of the e-mails.

39.   (new) A system as claimed in claim 13, wherein the means for identifying when to prepare reply templates includes, for such a one of the reply templates, means for selecting among i) preparing the reply template immediately, ii) preparing the reply template at some future time, and iii) not preparing the reply template, the selecting being responsive to whether one of the received e-mails specifies a Cc address.

40.   (new) A system as claimed in claim 13, wherein the means for identifying when to prepare reply templates includes, for such a one of the reply templates, means for selecting among i) preparing the reply template immediately, ii) preparing the reply template at some future time, and iii) not preparing the reply template, the selecting being responsive to a length of one of the received e-mails.

Page 14 of 18

JP920000220US1   Application No.: 09/666,230
                                                 Filing Date: 09/21/2000

41.   (new) A system as claimed in claim 13, wherein the means for categorizing of the
e-mails includes means for identifying lengths of the e-mails, and the means for analyzing to
extract certain content of the e-mails is responsive to the lengths.

42.   (new) A system as claimed in claim 18, wherein for the means for selecting certain types
of the contents of the e-mails to be included in the reply templates, the selecting being responsive
to ages of the e-mails.

43.   (new) A computer program product as claimed in claim 24, wherein the identifying when
to prepare reply templates includes, for such a one of the reply templates, selecting among i)
preparing the reply template immediately, ii) preparing the reply template at some future time,
and iii) not preparing the reply template, the selecting being responsive to whether one of the
received e-mails specifies a Cc address.

44.   (new) A computer program product as claimed in claim 24, wherein the identifying when
to prepare reply templates includes, for such a one of the reply templates, selecting among i)
preparing the reply template immediately, ii) preparing the reply template at some future time,
and iii) not preparing the reply template, the selecting being responsive to a length of one of the
received e-mails.

45.   (new) A computer program product as claimed in claim 24, wherein the categorizing of
the e-mails includes identifying lengths of the e-mails, and the analyzing to extract certain
content of the e-mails is responsive to the lengths.

46.   (new) A computer program product as claimed in claim 29, wherein for the computer
readable program code means configured for selecting certain types of the contents of the e-mails
to be included in the reply templates, the selecting being responsive to ages of the e-mails.